

**DESCRIPTION/SPECIFICATIONS/WORK STATEMENT**

**I. Scope of Work**

The purpose of this firm fixed price purchase order is to obtain janitorial services for real property owned by the U.S. Government in Kolkata in accordance with the requirements contained in this Statement of Work. The contract will be for one base year with four one year option periods.

**Specific Tasks - Janitorial Services**

**General.**

The contractor shall provide services for the American Center, Kolkata as described herein. Janitorial services apply to all designated spaces including, but not limited to, halls, offices, restrooms, work areas, entrance ways, lobbies, storage areas, elevators and stairways. The contractor shall furnish all managerial, administrative, and direct labor personnel that are necessary to accomplish the work in this contract. Contractor employees shall be on site only for contractual duties and not for other business purposes. Performance requirements for required work items are defined below.

**B. General Instructions**

The contractor shall prepare general instructions for the work force. These general instructions must be approved by the Contracting Officer's Representative (COR) prior to issuance. The contractor shall provide these drafts to the COR for review within thirty days after award of the contract.

**C. Duties and Responsibilities**

C.1 Security shall be emphasized in that access to the roof of the American Center must require an U.S. Consulate employee escort and can only be accessed during prescheduled times.

C.2 Routine Cleaning Requirements shall be differentiated and emphasized to the work force to ensure that these are done in the order and time frame that are most efficient and have the least impact on normal operations. They are to be performed on a daily basis.

C.3 Weekly Cleaning Requirements shall be scheduled so as to cause minimal disruption to the normal operation of the facility. The schedule shall be determined by the needs of the individual facility based on the determination of the COR.

C.4 Temporary Additional Services are services that are defined as Standard Services but are required to be delivered at times other than the times specified for Standard Services. These services will support special events at the Post. These services shall be provided by the

contractor in addition to the scheduled services specified in this contract, and shall be ordered by the COR on an as needed basis. This work shall be performed by trained employees of the contractor, and shall not be subcontracted.

C.5 Schedule Temporary Additional Services may be ordered by the COR based on a need for services caused either by a special U.S. mission function requiring extra effort and not anticipated in the schedule of work; or by man-made or a natural disaster. An order for these services may require any of the items of standard services as specified in this contract, and performance may involve the use of overtime or premium pay for hours outside those specified for Standard Services. The COR may require the contractor to provide temporary additional services with 24 hour advance notice.

C.6 The contractor shall include in its next regular invoice details of the temporary additional services and, if applicable, materials, provided pursuant to this subsection. The contractor shall also include a copy of the COR's written confirmation to provide such services.

#### **D. Types of Services**

Standard Services as defined above shall include:

##### **D.1 Daily Cleaning Requirements shall consist of:**

D.1.1 Sweeping all floor areas including damp mopping of areas such as tile, linoleum, marble floors, staircases and public areas. Floors shall be free of dust, mud, sand, footprints, liquid spills, and other debris. Chairs, trash receptacles, and easily moveable items shall be tilted or moved to clean underneath. During inclement weather, the frequency may be higher than once per day. When completed the floor and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of remaining dirt or standing water.

D.1.2 Dusting and cleaning all furniture including desks, chairs, credenzas, computer tables, telephone tables, bookshelves with or without glass doors, coat racks, umbrella stands, pictures, maps, telephones, computers and CRT screens, lamps and other common things found in an office environment. All furniture shall be free of dust, dirt, and sticky surfaces and areas.

D.1.3 Vacuuming all rugs and carpets, runners, and carpet protectors, as well as cloth covered ceiling baffles, so that they are free from dust, dirt, mud, etc. The contractor shall use a heavy duty industrial type vacuum cleaner to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris. Any chairs, trash receptacles, and easily moveable items shall be moved to vacuum underneath, and then replaced in the original position.

D.1.4 Thorough cleaning of toilets, bathrooms, mirrors, and shower facilities, using Government provided cleaning products and disinfectants. All surfaces shall be free of grime, soap scum, mold, and smudges. Replacement of Government supplied paper towels, toilet papers, and soap in all bathrooms shall be performed. Those restrooms/kitchens utilized by

Consulate personnel shall be checked no fewer than but not limited to five times daily to ensure that the facilities are always clean and neat.

D.1.5 Emptying all wastepaper baskets, ashtrays and washing or wiping them clean with a damp cloth, replacing plastic wastepaper basket linings and returning items where they were located.

D.1.6 Cleaning of glasses, cups, and coffee services in conference facilities and in the Public Affairs Officer/Assistant Public Affairs Officer's office area(s). The items shall be cleaned in hot soapy water and rinsed, dried and polished so that a presentable appearance is maintained.

D.1.7 Removing any grease marks or fingerprints from walls, doors, door frames, radiators, windows and window frames, glass desk protectors, reception booths and partitions. This cleaning shall be done using the Government provided window cleaner and lint free cloth or paper towels.

D.1.8 Removing trash to designated area as directed by the COR, and keeping trash area in a clean condition.

D.1.9 Sweeping debris from walkways and driveways and hose cleaning them during appropriate climatic and water use conditions or as directed by the COR.

D 1.10 Removing trash / debris from designated area as directed by the COR, and making arrangement for daily clearance of the accumulated garbage from the American Center building premises by the City Corporation's garbage collector on daily basis. The trash area must be kept in a clean condition. Any resulting costs will be borne by the contractor.

## **D.2 Weekly Cleaning Requirements shall consist of:**

D.2.1 Polishing all brass surfaces including door and window handles, plaques. Dusting tops of tall furniture, tops of picture frames and areas not covered in daily dusting.

D.2.2 Spot cleaning baseboards and walls.

D.2.3 Spot waxing and polishing floors as needed.

D.2.4 Shampooing (small area spot clean; as needed) carpets.

D.2.5 Dusting window sills and blinds.

D.2.6 Cleaning shutters.

D.2.7 Sweeping and washing terraces and balconies to remove all accumulated dirt and debris.

## **D.3 Monthly Cleaning Requirements shall consist of:**

D.3.1 Cleaning major appliances including but not limited to refrigerators, microwave ovens, water coolers, etc. inside and out including vacuuming dust from around motor areas.

D.3.2 Wiping window blinds with a damp cloth to ensure that all smudges are removed.

D.3.3 Cleaning inside window glass and sash of smudges and accumulated dirt.

D.3.4 Moving all furniture and vacuuming or polishing the floor under the furniture as appropriate.

D.3.5 Cleaning the filling port of water coolers as directed by the COR.

#### **D.4 Quarterly Cleaning Requirements shall consist of:**

D.4.1 Washing the outsides of the windows. When completed the windows shall be free of smudges, lint, or streaks from the surfaces.

D.4.2 Removing and washing and re-hanging window blinds.

D.4.3 Shampooing the entire surface of carpets in the high traffic areas as indicated by the COR

D.4.4 Cleaning and sanitizing the trash holding area.

D.4.5 Dusting and wiping light fixtures and chandeliers. When completed, the light fixtures shall be free from bugs, dirt, grime, dust, and marks.

#### **D.5 Six-monthly Cleaning Requirements shall consist of:**

D.5.1 Stripping wax coats, spot checking sealer coats, and completely reapplying wax coats on the floors as indicated by the COR

D.5.2 Shampooing carpets in all areas. Cleaning all chandeliers and light fixtures using appropriate methods to restore the original luster to the fixtures. This will include ensuring that all crystal reflectors are individually washed.

#### **D.6 Annual Cleaning Requirements shall consist of:**

D.6.1 Stripping wax coats and seal coats to the bare floor surface; cleaning the bare surface, and reapplying a seal coat.

D.6.2 Cleaning gutters and down spouts of all collected debris.

D.6.3 Cleaning of all surface drain lines and sewerage gutter pits.

**D.7 : Other Duties:**

Contract personnel shall move furniture, hang displays and provide all other labor to set up program events such as displays, lectures and receptions at the American Center, as needed, without compromising any cleaning responsibilities

**E. Management and Supervision**

E.1 The contractor shall designate a representative who shall be responsible for on-site supervision of the contractor's workforce during all times that services are being delivered under this contract. This supervisor shall be the focal point for the contractor and shall act as liaison with U.S. Government personnel. The supervisor shall have sufficient English language skill to be able to communicate with members of the U.S. Government staff. The supervisor shall have supervision as his or her sole function during the times that services are being delivered under this contract.

E.2 Works schedules shall be maintained by the contractor. The schedules shall take into consideration the hours that the staff can effectively perform their services without placing a burden on the security personnel of the Post. For those items other than routine daily services, the contractor shall provide the COR with a detailed plan as to the personnel to be used and the time frame to perform the service.

E.3 Quality Control shall be the responsibility of the contractor. The contractor shall perform inspection visits to the work site on a regular basis. These visits shall be coordinated with the COR, but shall be surprise inspections to those working on the contract.

E.4 Control of overtime shall be planned through efficient use of the work force. Individual work schedules shall not exceed 48 hours per week to preclude overtime being part of the standard services provided under the contract.

**F. SCHEDULE OF DEDUCTIONS FOR NON-PERFORMANCE:**

The Contractor agrees that the U.S. Government, shall deduct, at its discretion, the following amounts per day for each instance of non-compliance with the contract scope of work, at any location unless due to Government instructions or forces beyond the Contractor's control if any of the above performances as mentioned are not performed:

Definitions:

1. 'Deductions' means deduction from the monthly bill for the month in which the non compliance occurs.
2. 'Instances' means each detected instances of non-compliance at any location covered by the Contract. Deduction for any instance shall be multiplied by the number of working days between report of non-compliance to the contractor and compliance at that location.
3. Should an instance of non-compliance be corrected within one working day, no deduction shall occur.

### **F.1. Daily cleaning**

F.1.1 Sweeping all floor areas including damp mopping of areas such as tile, linoleum, marble floors, spills, and other debris:Rs. 100 per instance

F.1.2 Dusting and cleaning all furnitures:Rs. 100 per instance

F.1.2 Vacuuming all clean rugs and carpets, runners and carpet protectors:  
Rs. 100 per instance

F.1.3 Thorough cleaning of toilets, bathrooms, mirrors, and shower facilities:  
Rs. 100 per instance

F.1.4 Emptying all waste paper baskets, washing or wiping them:Rs. 100 per instance

F.1.5 Cleaning of glasses, cups and coffee services in conference facilities:Rs. 100 per instance

F.1.6 Removing any grease marks or fingerprints from walls, doors, frames, windows and windows frames: RS. 100 per instance

F.1.7 Removing trash to designated area:Rs. 100 per instance

F.1.8 Sweeping debris from walkways and driveways:Rs. 100 per instance

F.1.9 Change drinking water from the boiler:Rs. 100 per instance

F.2.10 Arrange exhibits posters:Rs. 100 per instance

F.2.11 Cleaning of ceiling cloth baffles: Rs. 100 per instance

F.2.12. Hang displays and provide all other labor to set up program events: Rs. 100 per instance

F 2.13 Removing trash / debris from designated area as directed by the COR, and making arrangement for daily clearance of the accumulated garbage from the American Center building premises by the City Corporation's garbage collector on daily basis. The trash area must be kept in a clean condition. Rs. 100.00

## **F.2 Weekly cleaning:**

- F.2.1. Polishing all brass surfaces:Rs. 100 per instance
- F.2.2. Dusting tops of tall furniture, tops of picture frames:Rs. 100 per instance
- F.2.3. Spot cleaning baseboards and walls:Rs. 100 per instance
- F.2.4. Spot waxing and polishing:Rs. 100 per instance
- F.2.5. Shampooing carpets (Small area as needed):Rs.100 per instance
- F.2.6 Dusting window sills and blinds:Rs. 100 per instance
- F.2.7 Cleaning shutters:Rs.100 per instance
- F.2.8. Sweeping and washing terraces and balconies:Rs. 100 per instance

## **F.3 Monthly cleaning:**

- F.3.1 Cleaning major appliances including but not limited to refrigerators, microwave ovens, water coolers, etc. inside and out including vacuuming dust from around motor areas. Rs. 287 per instance
- F.3.2 Wiping window blinds with a damp cloth to ensure that all smudges are removed. Rs. 287 per instance
- F.3.3 Cleaning inside window glass and sash of smudges and accumulated dirt. Rs. 287 per instance
- F.3.4 Moving all furniture and vacuuming or polishing the floor under the furniture as appropriate. Rs. 287 per instance
- F.3.5 Cleaning the filling port of water coolers as directed by the COR: Rs. 287 per instance

## **F.4 Quarterly cleaning:**

- F.4.1. Washing the outsides of the windows: Rs. 287 per instance
- F.4.2 Removing and washing window blinds:Rs. 300 per instance
- F.4.3 Shampooing the entire surface of carpets:Rs. 300 per instance

F.4.4 Cleaning and sanitizing the trash holding area: Rs. 300 per instance

F.4.5. Dusting and wiping light fixtures:Rs. 300 per instance

**F.5 Six-monthly Cleaning Requirements shall consist of:**

D.5.1 Stripping wax coats, spot checking sealer coats, and completely reapplying wax coats on the floors as indicated by the COR

D.5.2 Shampooing carpets in all areas. Cleaning all chandeliers and light fixtures using appropriate methods to restore the original luster to the fixtures. This will include ensuring that all crystal reflectors are individually washed.

**F.6 Annual Maintenance:**

F.6.1 Stripping wax coats and seal coats to the bare floor surface, cleaning bare surface and reapplying a seal coat:Rs. 300 per instance

F.6.2 Cleaning gutters and downs spouts of all collected debris: RS. 300 per instance

F.6.3 Cleaning of all surface drain lines and sewerage gutter pits. Rs. 300 per instance

**G. Location For Janitorial Services :**

American Center,  
38A, Jawaharlal Nehru Road  
Kolkata 700 071

All standard services are to be delivered on regular U.S. Consulate working days which are Monday through Saturday from 07:00 to 17:00, to include two 1 hour breaks as appropriate for 8 hrs duty.

Total estimated area of the location where services are to be provided is 60,006 sqft.

<b><u>Location Qty.</u></b>	<b><u>Est. Area</u></b>	<b><u>Sch. Hrs.</u></b>	<b><u>Escort</u></b>
<b><u>Basement</u></b> Consists Mainenance and Mail Room and Sub basement consisting of A/C Plant and Generator/elevators	8,600 sqft	0700-1700	None
<b><u>Ground floor</u></b> Consist of cashier/Reception	3,600 sqft	0700-1700	None



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<b><u>First floor</u></b> Consist of Multipurpose Room/auditorium/staircases	6,200 sqft	0700-1700	None
<b><u>Second floor</u></b> Consist of library/reading Room	6,606 sqft	0700-1700	None
<b><u>Third floor</u></b> Consist of the office of USEFI/Cafeteria/FCS	5,400 sqft	0700-1700	None
<b><u>Fourth floor</u></b> Consist of Program/AV/US-AEP Central files/Systems/DRS/Library Work room/staff conference room	6,200 sqft	0700-1700	None
<b><u>Fifth floor</u></b> Consist of conference room/ Press/PAO's office/AV work Room.	5,800 sqft	0700-1700	None
<b><u>Terrace</u></b> The entire area is open	6,900 sqft	0700-1700	None
<b><u>Roof top</u></b> Consist of chiller plant	2,800 sqft	0700-1700	None
<b><u>Entrance/carparking/back alley and pathway</u></b>	7,900 sqft	0700-1700	None

#### **G. Temporary Additional Services**

The Contractor shall provide Temporary Additional Services when requested by the Contracting Officer's Representative (COR) through a written delivery order. Temporary Additional Services delivered shall be in addition to the Standard Services, and shall be priced at the unit price (per hour per person basis) established in block 23 of the SF-26, or a continuation thereof. The tasks to be accomplished shall be additional quantities of the same tasks described in the section of this contract entitled "Description/Specifications/Work Statement" and as further described elsewhere in this contract.

## **H. Contractor's furnished material:**

H.1 The Contractor will provide qualified staff to perform the janitorial services that such compliance is not inconsistent with the requirements of this contract.

H.2 Contractor should provide COR approved summer and winter uniforms to all janitorial staff along with safety shoes and gloves.

H.3 Proper documentation and evidence satisfactory to the Contracting Officer of compliance with this clause shall be submitted by the Contractor at such times as directed by the Contracting Officer.

## **I. Deliverables**

The following items shall be delivered to the COR under this contract. All services described in the statement of work as well as:

1. Works Schedule –Once weekly for the upcoming work week
2. List of Personnel to COR (30 days after award)
3. Transition Plan COR 1 (30 days)
4. Evidence of Insurance COR (10 days after award)
5. N Licenses/Permits COR 1 (10 day of award)

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